



Free Interpreting Service for pharmacies

The Free Interpreting Service aims to provide equitable access to key services for people with limited or no English language proficiency.

Pharmacies can access the Free Interpreting Service to provide community pharmacy services by calling the Pharmacy Priority Line.

Why should pharmacies engage an interpreter?

Australia has rich cultural and linguistic diversity. The 2021 census revealed that over 5.5 million Australians speak a language other than English at home. Further, Australians represent over 250 different ancestries and speak more than 350 languages.

Pharmacists dispense medicine that can be dangerous if taken incorrectly and information about medications can be complex. It is essential that people can communicate effectively with staff in pharmacies about the medications they are taking, how to take them correctly and any risks or side effects that may be associated. Engaging interpreters can also protect pharmacists from professional risk.

Using the Free Interpreting Service is easy and convenient. It is quick and simple to register, and you will be connected to a phone interpreter within a few minutes of calling.



Services available to pharmacies

- immediate phone interpreting
- Automated Telephone Interpreting Service (ATIS)
- pre-booked phone interpreting
- video remote interpreting.

Immediate phone interpreting is best for unplanned interactions. It provides:

- access to over 2700 interpreters in over 150 different languages
- interpreting services 24 hours a day, 7 days a week
- connection to an interpreter within a few minutes of calling.

Pre-booked phone interpreting is useful for planned interactions, such as Home Medicine Reviews.

Video remote interpreting complements TIS National's existing phone interpreting services and allows agencies to connect with an interpreter via a video conferencing platform.





Eligibility

Pharmacists and other staff working in pharmacies are eligible for the Free Interpreting Service if:

- the pharmacy has a PBS approval number OR a pharmacist is registered with AHPRA
- they are working in a community setting (hospital pharmacies should refer to their hospital's interpreting policy)
- the client is eligible for Medicare.

Pharmacies can use the Free Interpreting Service to dispense medication, provide general advice, and deliver other general pharmacy services, including but not limited to:

- screening and risk assessment
- immunisation
- wound care
- smoking cessation
- opioid substitution therapy
- providing leave certificates.

The Free Interpreting Service can also be used for programs delivered under the Community Pharmacy Agreement. This includes:

- Medication Management and Adherence Programs
- Home Medicine Reviews
- MedsChecks, including Diabetes MedsChecks
- Residential Medication Management Review and Quality Use of Medicine Services
- Dose administration aids
- Clinical Interventions
- Staged supply programs.

Register for the Free Interpreting Service

Each pharmacy will need a unique client code to access the service. Pharmacists not associated with a pharmacy can register for their own code.

To register for a client code, complete the online [client registration form](#) on the TIS National website. If you require assistance with registering contact TIS National on 1300 575 847 or tis.freeinterpreting@homeaffairs.gov.au.

To access the Free Interpreting Service

1. Call TIS National on 1300 131 450. This is a priority line for pharmacies to access immediate phone interpreting.
2. Provide the operator with the language and gender (if specified) of the interpreter that you need.
3. Provide your client code and the name of the pharmacy or pharmacist to the operator.

You can easily request and manage all of your pre-booked phone and video remote interpreter bookings through TIS Online. All agencies registered with a TIS National account are automatically registered to use TIS Online.

More information

- **Read:** about the Free Interpreting Service: tisnational.gov.au/FIS
- **Read:** about how to access TIS National's online booking system [TIS Online](#)
- **Watch:** videos about TIS National services and how to work with interpreters: tisnational.gov.au/videos
- **Order:** free promotional materials from the online TIS National catalogue: tisnational.gov.au/promomaterials
- **Contact:** TIS National Free Interpreting Service Team on 1300 575 847 or tis.freeinterpreting@homeaffairs.gov.au



Pharmacy Priority Line 1300 131 450
24 hours a day, every day of the year